

TRAINING BULLETIN 2014

**Michigan Department of Environmental Quality
Office of Drinking Water and Municipal Assistance
Environmental Health Section**

2014 On-Line Wastewater Education 501(c)3

Location: INTERNET DELIVERED EDUCATION OPPORTUNITIES

Date: NO EXPIRATION DATE OR TIME

Time: NOT APPLICABLE - AVAILABLE AT USERS' DISCRETION

Course: THERE IS A TOTAL OF TWELVE (12) COURSES AVAILABLE for LIVE delivery, in real time, via the web and telephone.

Instructor: THIS VARIES AND IS UNDER THE DIRECTION OF MS. DENDRA J. BEST, Director of Wastewater Education 501c3 Traverse City, Michigan 49685.

Credit Hours: THE COURSE WILL COUNT AS 1.00 CREDIT HOUR PER COURSE TAKEN , toward the continuing septage education (CSE) requirements outlined in Section 11703 of part 117. Only the CSE credits earned by the designated "responsible agent" for a given Michigan licensed septage firm will be credited to that firm.

Registration/Fees: Each course is uniformly priced at \$50.00 per class per attendee.

Payment and Registration may be made via secure online billing using all major credit cards, or by check made payable to Wastewater Education 501(c)3 and mailed to P.O. Box 792, Traverse City, Michigan 49685-0792. For more information contact Ms. Dendra J. Best 1-231-233-1806 or info@wastewatereducation.org

Course Outline and Agenda:

The DEQ in cooperation with Waste Water Education 501(c)3 based in Traverse City, Michigan which is under the direction of Ms. Dendra J. Best, has approved separate courses for Continuing Septage Education (CSE).

The following 12, 1 hour CSE hour classes have been approved by MDEQ **for LIVE delivery, in real time, via the web and telephone.** Correct answers of 75% will be the passing minimum plus there will be a written assignment for each component. Attendees should anticipate a 90 minute class duration. *Each session will last for a full hour of instruction and is therefore worth 1.0 credit hours of CSE. Please block out an additional 30 minutes to allow for any necessary connection technical assistance, internet troubleshooting and post class instruction of how to return required assignments.*

Available Class Topics	Delivery	CSE Hrs
<p>I) Class One Safety Procedures: Basic primer on personal safety both as an employer and as a single business owner.</p> <p>* <i>Understanding bacteria and pathogens</i>, how they are distributed and how infections are opportunistic both for you and your customers. Your legal obligations and responsibility.</p> <p>* <i>Electrical</i>: knowing the limit of your ability and your liability for wrongful actions. As more properties have outdoor electrical service, and increasing numbers of advanced systems with electrical components, even if your role is just to service the tank - outdoor electricity can be deadly. How to be 360° Aware.</p>	Live	1
<p>II) Class Two Safety Procedures: Basic primer on personal safety both as an employer and as a single business owner.</p> <p>* Work site safety to avoid personal injury and liability: As a single business owner can you afford to be unable to work for an extended period of time? As an employer can you afford to have an employee file for Workers Compensation or sue you for injury on the job? Good policies are essential and involving your employees in preparing a Safety Procedures Manual is both common sense and protects you from liability. This class will cover rules and laws concerning - enclosed/ confined spaces, safe vehicle operation, common sense personal hygiene, handling of hazardous materials, ergonomically safe lifting techniques, cell phone use. Attendees will create a personalized Safety Procedures Manual.</p>	Live	1
<p>III) Class Three Assessing the site.</p> <p>Regardless of whether this is a new or an old established client, when you pull up in front of the property there are basic, common sense observations to make before you begin work. Being 360° aware will protect your personal safety, the investment you have in your vehicles, ensure an efficient use of your time at the site, protect the client's property and, most important, cement the professional relationship you have with the customer. Good habits build great businesses. In this session we will cover creating a site specific database record using standard software and/or Smart Phone apps. By recording observations, soils condition evaluation, and conditions at the time of visit, over time a pattern of use becomes evident. This becomes an education and marketing tool to build that relationship with the property owner and a valuable reference tool for yourself or anew employee visiting this property for the first time.</p>	Live	1

IV) Class Four Educating the property owner Educating the property owner on best management and operation practices. Building a relationship of trust with the property owner is more than just a 'pump and go' event. What makes you stand out from your competition? This class will cover resources available to give the property owner a) an appreciation of how their system works, b) helpful tips on how to cut down on both service and electricity costs and c) a better appreciation of what you do as a service provider.	Live	1
V) Class Five Conventional systems How they work, what to look for, in the home, inlets, outlets, tank construction, tank issues, effluent filters, measuring and observations, inspecting the drain field; when to do borings, where, what you may find. For many long time service providers, just when you think you've seen it all, a surprise waits for you! Reminding yourself of best practices for servicing conventional systems is a good refresher, especially as there may have been changes and additions to the system since your last visit. In this class, service providers will be encouraged to share stories and experiences - including finding a tank installed backwards!	Live	1
VI) Class Six Holding tanks, mounds, sand filters At grade/ above grade systems. In this class we will review the reasons these systems have been installed and the special challenges of servicing.	Live	1
VII) Class Seven Basics of Servicing Advanced systems What to look for with pressure dosing, laterals, dispersal and distribution systems, pumps, floats, panels, pump chambers, pressure manifolds.	Live	1
VIII) Class Eight Math and system calculations Rationale: a competency in basic math is essential to be sure the system is working correctly. Basic refresher course in understanding calculations for area, volume, gallons per cubic foot, displacement, pump efficiency, timed dosing, flow rate, soil loading rate, comparing design to as built specs. Measure twice - pump once!	Live	1
IX) Class Nine Professional ethics, training and certification, legal and financial obligations. As individual units of government enact or consider system inspection ordinances and mortgage companies/realtors require a 'point of sale' inspection - are you considering taking on this additional business. We will examine the main local and national certification programs and hear from practitioners on the pros and cons of becoming an inspector/ system evaluator. What are your legal obligations, and to whom? What should be in your report? Setting the bar for honesty and integrity.	Live	1

X) Class Ten Marketing and Promotion How to protect and promote your professional image. Building or maintaining a thriving business is more than just answering the phone or putting an ad in the local paper. In this class we will look at where to find local demographic information and how to use this to anticipate or even contact potential clients. The traditional stereotype of the wastewater service provider is usually unflattering. In this class we will concentrate on examples of great businesses who have learned to leverage their professional image to promote the reason we are all in this business - to protect public and environmental health. Increasingly the methods used to find your business and research your professional skills are not on paper but on line! This class will look at the statistics of social media and the internet and how linking to established reputable sources of information can both enhance your knowledge, your image and your client base.	Live	1
XI) Class Eleven Check Lists, Inspections and Disclosure Forms. Michigan has seen a slow recovery from economic hard times. As a result of increased home sales, service providers may be called upon to do a system evaluation on a property that has sat empty for an extended period of time. If you are considering adding this service to your company there are legal and ethical considerations - and development of sound policies and procedure are essential. This class will discuss best practices and options for official onsite inspector certification.	Live	1
XII) Class Twelve Prescriptions, personal care products, pesticides and cleaning supplies. This class will provide valuable information and education resources that those in the wastewater service professions can pass on to their customers and community.	Live	1

COURSE FEE REIMBURSEMENT

Information on CSE course fee reimbursement may be found on the Michigan Department of Environmental Quality (DEQ), Septage Waste Program website at:

www.michigan.gov/deqseptage.

Course Cancellation/Rescheduling: Some courses may be cancelled or rescheduled due to low enrollment/registration or other reasons. The DEQ is not responsible for any course cancelled or rescheduled by a course sponsor. Course sponsors are strongly encouraged to notify the DEQ and those who have registered for the course in a timely manner when a course is cancelled or rescheduled prior to the date the course is scheduled to be offered. Course attendees from Michigan are encouraged to make adequate consultation with the course sponsor before registering for the course.

Additional information, you may call Mr. Matt Rockhold, DEQ, at 517-284-6540 regarding the course reimbursement.

Questions regarding the above courses may be directed to the Director of Wastewater Education 501(C)3' Ms. Dendra J. Best, at 231-233-1806.